SPAWARINFOTECHCENINST 5220.1
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SPAWARINFOTECHCEN INSTRUCTION 5220.1

Subj: SPACE AND NAVAL WARFARE INFORMATION TECHNOLOGY CENTER
     (SPAWARINFOTECHCEN) LEVEL 1 PROCESSES

Encl: (1) SPAWARINFOTECHCEN Level 1 Process List and Definitions

1. <u>Purpose</u>. To establish the Space and Naval Warfare Information Technology Center (SPAWARINFOTECHCEN) Level 1 Processes, and assign responsibility for coordination.

2. <u>Background</u>

    a. Process Management is a philosophy of management that advocates an integrated approach to the management of an end-to-end process, including its lower level activities, which produces a product or service for a given customer. To properly manage SPAWARINFOTECHCEN's processes, we need to apply a structured methodology to define a process environment, current and future mission needs, and end user requirements. We must define its objectives and strategy for achieving those objectives, and a program of incremental and evolutionary improvements to processes, data, and supporting aids that are implemented through functional, technical, and economic analysis and decision making.

    b. As major processes flow through the organization, the competencies perform various activities for each, much like an assembly line concept of repeatable events. A hierarchy of enterprise processes exists which is broken down into four levels. Level 1, High-Level Enterprise processes and activities. Level 2, are tasks. Level 3, desktop procedural steps or checklists at Level 4. This decomposition facilities an application of proper process management methods. This instruction addresses the Level 1 processes.

3. <u>Action</u>

    a. The Director, has approved the SPAWARINFOTECHCEN Level 1 Processes identified in enclosure (1). Level 1 Processes are categorized as Core, Support, and Management Processes as follows:

       (1) Core processes are the primary processes required to fulfill the organization's mission, and typically cross functional boundaries.

       (2) Support processes are necessary to perform the core processes, and often are functionally oriented.
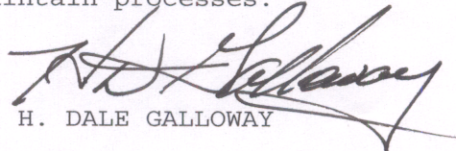
       (3) Management processes are dictated by legal, regulatory, budgetary, and control requirements.

    b. Level 1 Core, Support, and Management Processes will have government Process Owners. Core Process Owners will be appointed by the Executive

Steering Committee (ESC). The ESC is responsible for identifying Level 1 Core, Support, and Management Processes. The responsible directorate will appoint the Support and Management Process Owners. Process owners will be responsible for the coordination of their process during the execution of the activities, steps and tasks within all affected competencies necessary to produce the product or service the process is intended for.

    c. The directorates and competency leadership are responsible for supporting the process owners in the definition, operation, improvement, and documentation of processes, and managing process activities and procedures within their areas of responsibility. Process owners are responsible for the overall efficiency and effectiveness of processes across the organization. Changes to established processes will be approved according to a process change control process. Directorates, competency leads, and process owners, will provide supporting documentation to the process management competency for coordination. Directorates, competency leads, and process owners are also responsible for coordinating the definition and measurement of metrics for their processes and providing data to the performance management and quality assurance competencies. The knowledge management competency will provide an accessible library to maintain processes.

H. DALE GALLOWAY

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SPAWARINFOTECHCEN LEVEL 1 PROCESS LIST AND DEFINITIONS

1. Core Processes. Required to fulfill the organization's mission, and typically cross functional/competency boundaries. The following are the core processes and definitions.

    a. Acquire Products. Acquires products and services and manages supplier relationships.

    b. Engineer Systems. Transforms customer needs into an effective installed product or service. Includes activities such as needs definition, requirements analysis, architecture design, component development, component integration, and system deployment.

    c. Operate Systems. Supports product usage. Includes systems operation, infrastructure support, and network support.

    d. Maintain Systems. Sustains provisions of support services, trouble-shoots systems, and retires systems.

2. Support Processes. Necessary to perform the core processes, and often are functionally oriented. The following are the support processes and definitions.

    a. Develop Work Products. Develops artifacts and evidence products to support life cycle management.

    b. Develop Training

        (1) Internal: Establish skills necessary to maintain competency.

        (2) External: Establish procedures to effectively use systems.

    c. Manage Configurations. Identifies, defines, and baselines the definition of the system to control modification and release.

    d. Assure Quality. Assures that products and processes conform to their specified requirements and plans.

    e. Manage Risk. Identifies, assesses, and mitigates hazards resulting from uncertain events.

    f. Verify and Validate Work Products. Assesses products and determines compliance with design requirements and satisfaction of customer needs.

    g. Manage Knowledge Assets. Supports the capture and reuse of best practices, lessons learned, definitions, artifacts, and standards.

3. Management Processes. Dictated by legal, regulatory, budgetary, and control requirements. The following are the management processes and definitions.

    a. Manage Enterprise. Provides the resources and infrastructure necessary to support projects and achieve organizational goals. This includes strategic planning, tactical planning, assessments, and communications (correspondence, documentation).

Enclosure (1)

   b. <u>Manage Processes</u>. Ensures that the organization's processes are defined, followed, repeatable, and continuously improved.

   c. <u>Manage Finances</u>. Identifies financial resources and strategically plans their allocation to accomplish the organization's mission.

   d. <u>Manage Resources</u>. Provides the services and resources needed to establish, implement, and improve implementation of projects. Includes the activity's human resources, hardware, software and facilities management.

   e. <u>Manage Programs</u>. Plans and controls the project's execution, planning, assessement, monitoring, and control.

   f. <u>Manage Customer Relationship</u>. Segments customers and tailors offerings to create value.